



10/059872

1FN 2664 -  
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Revocation and Appointment of Attorney  
and Change of Correspondence Address

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on 11-23-04.

By

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Daniel J. Bourque  
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Sir:

CIM, LTD. being the Assignee of the entire right, title and interest in the U.S. Patent Applications, listed on the Attached Appendix A, hereby revokes all previous powers and respectfully requests the appointment of attorneys associated with Customer No. 28452.

Please direct all further correspondence to Daniel J. Bourque, Esq.

Respectfully submitted,

CIM, Ltd.

By:

Paul R. Lucchese  
Paul R. Lucchese  
Secretary and Treasurer

Date:

10/27/04



## Appendix A

In re application : Aleksander Szlam  
Serial No. : 08/449,887  
Filed : May 25, 1995  
For : Method & Apparatus For Dynamic & Interdependent  
Processing of Inbound Calls & Outbound Calls  
Examiner : Huyen Le  
Group Art Unit : 2743  
ATTY DOCKET: : CONCERTO-500XX

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In re application : Aleksander Szlam  
Serial No. : 07/703,158  
Filed : May 20, 1991  
For : Automated Voice System for Improving Agent  
Efficiency & Improving Service to Parties on Hold  
Examiner : Fan Tsang  
Group Art Unit : 2601  
ATTY DOCKET: : CONCERTO-501XX

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In re application : Sam Wen  
Serial No. : 09/981,317  
Filed : October 16, 2001  
For : Transfer of an Internet Chat Session Between  
Servers  
Examiner : Jack Harvey  
Group Art Unit : 2142  
ATTY DOCKET: : CONCERTO-502XX

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In re application : Aleksander Szlam  
Serial No. : 08/908,854  
Patent No. : 6,362,838  
Filed : August 8, 1997  
Issued: : March 26, 2002  
For : Method for Consolidation of Multiple Data Sources  
Examiner : Cao Nguyen  
Group Art Unit : 2173  
ATTY DOCKET: : CONCERTO-503XX

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In re application : Aleksander Szlam  
Serial No. : 09/982,514  
Filed : October 18, 2001  
For : Method for Consolidation of Multiple Data Sources  
Examiner : Dennis Bonshock  
Group Art Unit : 2173  
ATTY DOCKET: : CONCERTO-503AX

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In re application : Aleksander Szlam  
Serial No. : 08/840,906  
Patent No. : 6,314,089  
Filed : April 17, 1997

Issued: : November 6, 2001  
For : Creating & Using an Adaptable Multiple-Contact  
Transaction Object  
Examiner : John Pezzlo  
Group Art Unit : 2662  
ATTY DOCKET: : CONCERTO-506XX

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In re application : Bradley Birnbaum  
Serial No. : 10/107,632  
Filed : March 27, 2002  
For : Collaboration Between Two Computing Devices  
Examiner : Glenton Burgess  
Group Art Unit : 2153  
ATTY DOCKET: : CONCERTO-507XX

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In re application :  
Serial No. : 09/469,587  
Filed : December 22, 1999  
For : Business Transactions Using the Internet  
Examiner :  
Group Art Unit :  
ATTY DOCKET: : CONCERTO-510XX

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In re application : Aleksander Szlam  
Serial No. : 08/318,506  
Patent No. : 5,594,791  
Filed : October 5, 1994  
Issued : January 14, 1997  
For : Method and Apparatus for Providing Result-  
Oriented Customer Service  
Examiner : Harry Hong  
Group Art Unit : 2601  
ATTY DOCKET: : CONCERTO-511XX

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In re application : Aleksander Szlam  
Serial No. : 09/885,717  
Filed : June 21, 2001  
For : Dynamic Help Option For Internet Customers  
Examiner : Kieu Vu  
Group Art Unit : 2173  
ATTY DOCKET: : CONCERTO-512XX

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In re application : Aleksander Szlam  
Serial No. : 07/062,944  
Patent No. : 4,797,911  
Issued Date : January 10, 1989  
Filed : June 16, 1987

For : Customer Account Online Servicing System  
Examiner : Thomas Brown  
Group Art Unit : 2601  
ATTY DOCKET: : CONCERTO-514XX

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In re application :  
Serial No. : 10/025,952  
Filed : December 19, 2001  
For : T1 Circuit Adapter  
Examiner :  
Group Art Unit :  
ATTY DOCKET: : CONCERTO-518XX

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In re application : Aleksander Szlam  
Serial No. : 08/372,889  
Patent No. : 5,581,602  
Filed : January 13, 1995  
Issued : December 3, 1996  
For : Non-Offensive Termination of a Call Detection  
of an Answering Machine  
Examiner : Fan Tsang  
Group Art Unit : 2601  
ATTY DOCKET: : CONCERTO-519XX

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In re application : Aleksander Szlam  
Serial No. : 08/754,151  
Patent No. : 5,828,731  
Filed : November 22, 1996  
Issued : October 27, 1998  
For : Method & Apparatus For Non-Offensive  
Termination  
of A Outbound Call By A Answering Machine  
Examiner : Fan Tsang  
Group Art Unit : 2742  
ATTY DOCKET: : CONCERTO-520XX

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In re application : Aleksander Szlam  
Serial No. : 07/287,008  
Patent No. : 4,894,857  
Filed : December 20, 1988  
Issued: : January 16, 1990  
For : Improved Method & Apparatus For Customer  
Account Servicing  
Examiner : Thomas Brown  
Group Art Unit : 2601  
ATTY DOCKET: : CONCERTO-521XX

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In re application : Aleksander Szlam  
Serial No. : 08/977,412  
Patent No. : 6,359,892

Filed : November 24, 1997  
Issued: : March 19, 2002  
For : Remote Access, Emulation & Control of Office  
Equipment, Devices & Services  
Examiner : Ricky Quoc Ngo  
Group Art Unit : 2664  
ATTY DOCKET: : CONCERTO-522XX

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In re application : Aleksander Szlam  
Serial No. : 10/059,872  
Filed : January 29, 2002  
For : Remote Access, Emulation & Control of  
Office Equipment  
Examiner : Wellington Chin  
Group Art Unit : 2664  
ATTY DOCKET: : CONCERTO-522AX

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In re application : Aleksander Szlam  
Serial No. : 10/449,872  
Filed : May 30, 2003  
For : Training Certifying Assigning & Collaborating  
Agents Among Multiple Users  
Examiner : Unknown  
Group Art Unit : Unknown  
ATTY DOCKET: : CONCERTO-523AX

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In re application : Aleksander Szlam  
Serial No. : 07/003,643  
Patent No. : 4,720,853  
Filed : March 9, 1987  
Issued: : January 19, 1988  
For : Ring Signal Discriminator  
Examiner : James Dwyer  
Group Art Unit : 2601  
ATTY DOCKET: : CONCERTO-525XX

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In re application : Aleksander Szlam  
Serial No. : 08/441,830  
Patent No. : 5,675,367  
Filed : May 16, 1995  
Issued: : January 19, 1988  
For : Method & Apparatus For Automatically  
Obtaining & Presenting Data From Multiple  
Data Sources  
Examiner : Scott Wolinsky  
Group Art Unit : 2601  
ATTY DOCKET: : CONCERTO-527XX

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In re application : Aleksander Szlam  
Serial No. : 08/441,830  
Patent No. : 5,675,367

Filed : May 16, 1995  
Issued: : October 7, 1997  
For : Method & Apparatus For Automatically  
Obtaining & Presenting Data From Multiple  
Data Sources  
Examiner : Scott Wolinsky  
Group Art Unit : 2601  
ATTY DOCKET: : CONCERTO-528XX

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In re application : Harry Grossman  
Serial No. : 08/486,577  
Patent No. : 5,621,790  
Filed : June 7, 1995  
Issued: : April 15, 1997  
For : Method and system for Optimization of  
Telephone Contact Campaigns  
Examiner : Daniel Hunter  
Group Art Unit : 2601

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In re application : Harry Grossman  
Serial No. : 08/152,060  
Patent No. : 5,436,965  
Filed : November 16, 1993  
Issued: : July 25, 1995  
For : Method & System for Optimization of Telephone  
Contact Campaigns  
Examiner : Daniel Hunter  
Group Art Unit : 2601

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In re application : Harry Grossman  
Serial No. : 08/834,131  
Patent No. : 5,889,799  
Filed : April 14, 1997  
Issued: : March 30, 1999  
For : Method & System for Optimization of Telephone  
Contact Campaigns  
Examiner : Daniel Hunter  
Group Art Unit : 2601

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In re application : Edward Mandel  
Serial No. : 10/151,489  
Filed : May 18, 2002  
For : Contact Center Dynamic Record Delivery  
Examiner : Wayne Amsbury  
Group Art Unit : 2161